

REMARKS

Reconsideration and further examination of the subject patent application in light of the present Amendment and Remarks is respectfully requested. Claims 1-26 are currently pending in the application. Claims 1-26 stand rejected.

Rejections under 35 U.S.C. §102

Claims 1-10 and 12-26 stand rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Pat. Publ. No. US 2002/0010584 to Schultz et al. Applicant respectfully traverses this rejection.

In response, claim 1 has been further limited to "an administrator of the call center" and to "providing information about the call center to the administrator". Claims 12 and 16 have been similarly limited. Support for the administrator being "of the call center" is provided by FIG. 1, at page 4, lines 7-11 and, in general, throughout the specification. Support for the information being "about the call center" is provided at least by the examples at page 11, lines 5-14 and page 12, lines 16-19 of the specification. Support for the context in which the VXML interpreter "translates information between the administrator and call center" is provided on page 8, lines 4-7 of the specification. Support for the context in which the network interface "manages transmission and receipt of data between the VXML interpreter and call center" is provided on page 8, lines 25-27 and on FIGs. 1 and 4 of the specification.

It is noted first that independent claims 1 and 12 are limited to "processing telephone requests from the administrator for information about the call center". Claim 16 is limited to "a call manager which accepts information requests from an administrator of the call center and which provides

information about the call center ". In this regard, the Examiner asserts that "With respect to claim 1, the 'voice response server' reads on natural language server (Fig. 7 and paragraph 95), the connection, processing, and responding to telephone requests reads on paragraph 0076- 0088" (Office Action of 9/16/03, page 2).

Independent claims 1, 12 and 16 are now clearly limited to operational information about the call center. In contrast, Schultz et al. is directed to providing information about users of a call center. Since Schultz et al. provides information about users of a call center instead of about the call center itself, Schultz et al. does not do the same or any similar thing as that of the claimed invention. Since Schultz et al. does not do the same or any similar thing as that of the claimed invention, the rejections are improper and should be withdrawn.

Rejections under 35 U.S.C. §103

Claim 11 stands rejected under 35 U.S.C. §103(a) as being over Schultz et al. Applicant respectfully traverses this rejection.

In response, claim 1 has been further limited to "an administrator of the call center" and to "providing information about the call center to the administrator". In contrast and as demonstrated above, Schultz et al. fails to provide any teaching or suggestion of the method step of "providing information about the call center". Since Schultz et al. fails to teach or suggest at least this claim element, the rejection is improper and should be withdrawn.

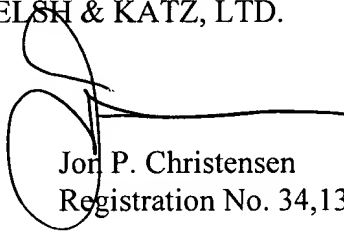
Closing Remarks

For the foregoing reasons, applicant submits that the subject application is in condition

for allowance and earnestly solicits an early Notice of Allowance. Should the Primary Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Primary Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed.

Respectfully submitted,
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